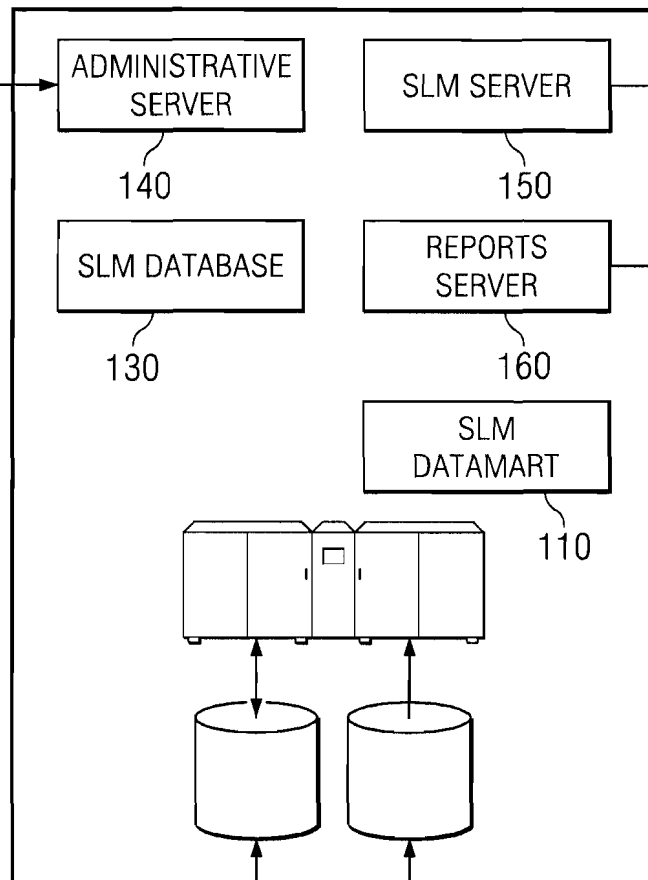
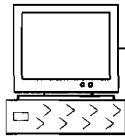
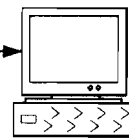
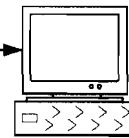


CREATE/CHANGE
SERVICE OFFERINGS
AND CUSTOMER
ORDERS



VIOLATION/
TREND
NOTIFICATION



REPORTS

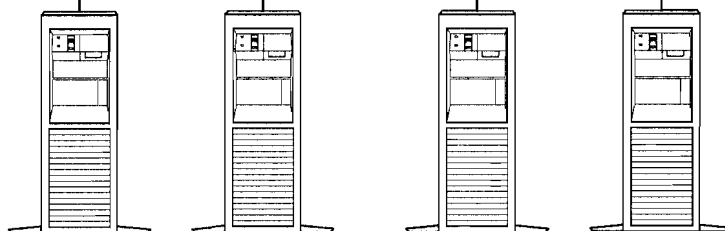
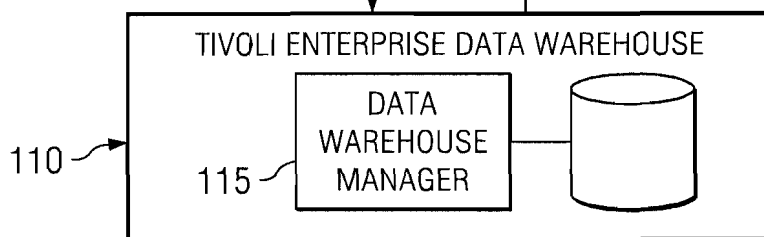


FIG. 1
(Background Art)

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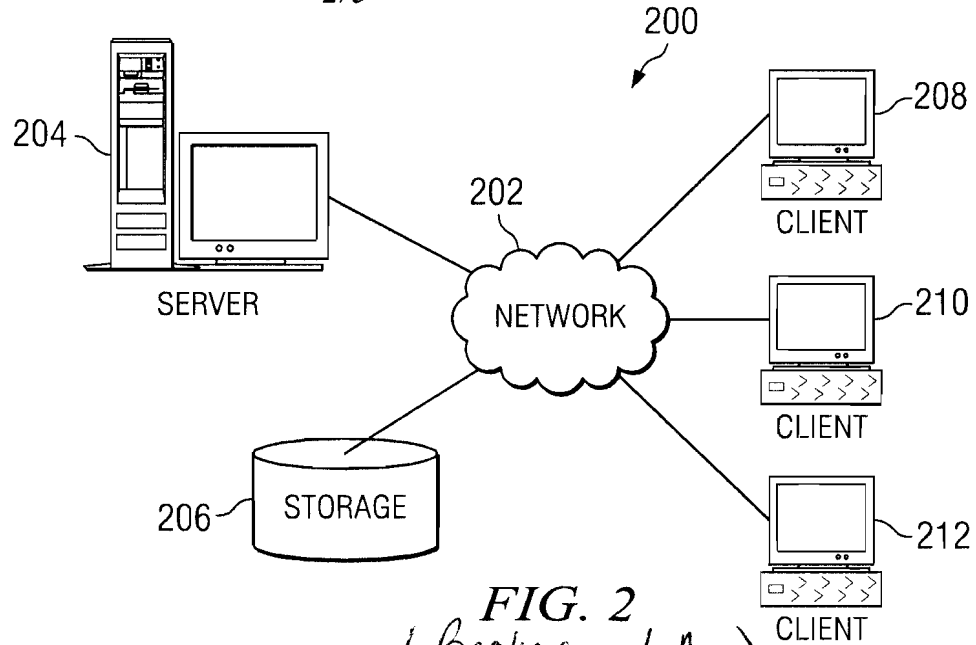


FIG. 2
(Background Art)

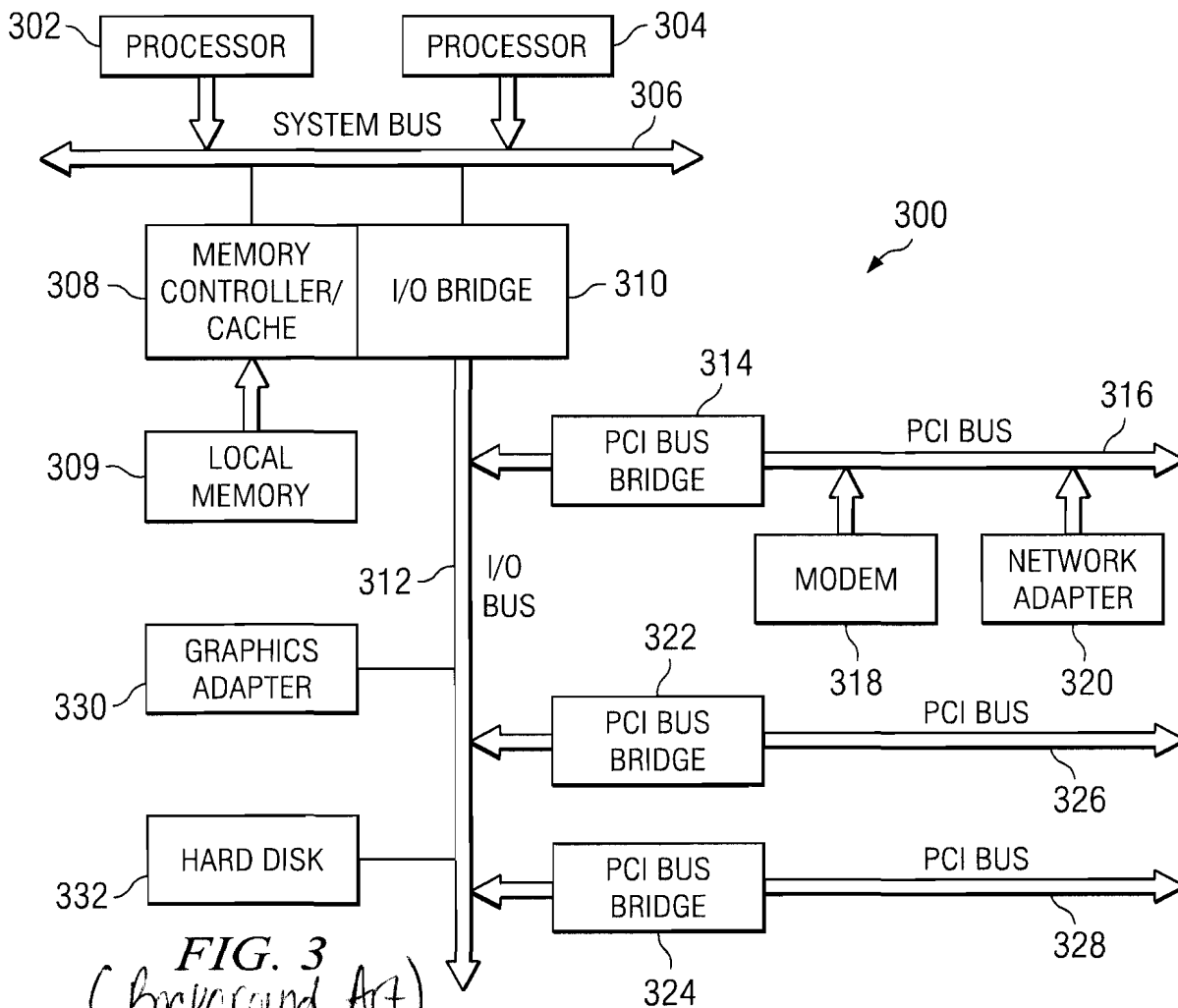


FIG. 3
(Background Art)